

Checklist 6: Assessing Employee and Supervisor Training

- Does the violence prevention program require training for all employees and supervisors when they are hired and when job responsibilities change?
- Do agency workers or contract physicians and house staff receive the same training that permanent staff receive?
- Are workers trained in how to handle difficult clients or patients?
- Does the security staff receive specialized training for the health-care environment?
- Is the training tailored to specific units, patient populations, and job tasks, including any tasks done in the field?
- Do employees learn progressive behavior control methods and safe methods to apply restraints?
- Do workers believe that the training is effective in handling escalating violence or violent incidents?
- Are drills conducted to test the response of health-care facility personnel?
- Are workers trained in how to report violent incidents, threats, or abuse and obtain medical care, counseling, workers' compensation, or legal assistance after a violent episode or injury?
- Are employees and supervisors trained to behave compassionately toward coworkers when an incident occurs?
- Does the training include instruction about the location and operation of safety devices such as alarm systems, along with the required maintenance schedules and procedures?